

KEY CONTACT INFORMATION

Cardholder Support (report lost or stolen)	1-800-248-4553
Dispute Charges	1-800-248-4553
Fraud Department	1-800-248-4553
Collections/Charge-off Department	1-800-248-4553
CitiManager Technical Support	1-800-248-4553 (Option #1) CCJAXL1HelpDesk@citi.com
E-Payment Technical Support	1-800-248-4553
Automated Card Activation	1-877-905-1861
VISA Emergency Assistance Includes various travel, medical and legal services	1-800-VISA-911 (1-800-847-2911) Or call collect if outside of the US 1-303-967-1096
E-mail Notices (forward emails to verify they are legitimate)	spooof@citicorp.com
Citibank Internet Security Specialist Review Citibank email safety information at: If you have responded to an email you suspect is fraudulent, or if you have specific questions about any online security issues, please contact an Internet Security Specialist at:	http://citi.com/domain/spooof/learn.htm 1-888-285-9696
State of Colorado – Commercial Card Program (CCARD) Point of contact for all CCARD (Purchase, OneCard and Travel) programs, overall administration of the State’s master contract with Citibank	Brooke Dunn – State Commercial Card Program Manager 303-866-6147 Brooke.Dunn@state.co.us
Citibank – Account Manager Point of contact for CCARD program design, growth strategies, enhancements and overall client satisfaction	MaryKay Casey – Account Manager 303-308-3166 MaryKay.Casey@citi.com
Citibank – Client Account Services Point of contact for program administration, changes, operational questions and support for the daily needs of Program Administrators	Jenny Calderon – Client Service Officer 1-855-241-0728, option 2, option 1, extension 9541110 COMMERCIALCARDCSO@citi.com
Citibank – Technical Assistance Point of contact for assistance with data file transfers, file content, file delivery, system access or assistance with CitiManager	1-800-790-7206
CitiManager Online management tool for Citibank Visa® data exchange, card creation and maintenance, report generation, web based training and payment options	https://home.cards.citidirect.com
Payment Address	Citibank P.O. Box 183173 Columbus, OH 43218-3173

CCARDColorado

Wire/ACH Payment Account Information	Bank Name: Citibank N.A. Routing & Transit Number: 091409571 Pay To Account Number: 16-digit billing account #
Overnight Payment Delivery	Citibank – Payments Department 1500 Boltonfield Street Columbus, OH 43228
Rush Card Processing	Fax paper application: 1-904-954-7700
Payment Exceptions Checks remitted to Citi in check and list format (one check to pay several central bills). The payment list must be attached to the check.	Citibank P.O. Box 183071 Columbus, OH 43218-3071